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Salesforce Certification Preparation for Service Cloud Consultant Sample Questions (Q92-Q97):

NEW QUESTION # 92
A company has created a new onboarding process. An Agent must create ten open activities that align to a step of this onboarding experience. Creating these activities can take up to 20 minutes each to complete.
What should the Agent recommend to minimize costs?

- A. Hire a certified developer to write an apex trigger that creates each new activity.
- B. Provide a macro that will automatically create the activities when executed.
- C. Add an object-specific custom quick action to create new activities.

- D. Assign a single agent to create the activities on all new onboarding cases.

Answer: B

NEW QUESTION # 93

Universal Containers has a service level agreement (SLA) with customers that requires an agent to take ownership of and respond to incoming cases within two hours of case creation. Which solution will help Universal Containers meet its SLA?

- A. Assign cases to queues and use escalation rules to escalate cases that have NOT been accepted by an agent within one hour.
- B. Use case auto-response rules to send an email to support managers within one hour of case creation.
- C. Create a workflow rule to send an email to support managers when a case is created and assigned to a queue.
- D. Create a workflow rule to assign a task to all members of a queue if a case has NOT been accepted by an agent within one hour.

Answer: A

NEW QUESTION # 94

Universal Containers has completed development and testing of its Service Cloud implementation and plans to migrate functionality from the sandbox environment to the production environment.
What should be used for migration functionality?

- A. Data loader, change sets, and Force.com Excel Connector
- B. Mass Transfer Records, change sets, and Visual Studio Code
- C. Visual Studio Code and change sets
- D. Visual Workflow, data loader, and Force.com IDE

Answer: A

Explanation:
Explanation
Data loader, change sets, and Force.com IDE are tools that can be used for migrating functionality from a sandbox environment to a production environment. Data loader is a tool that can import, export, insert, update, delete, or upsert data in Salesforce. Change sets are outbound sets of metadata components that can be sent from one Salesforce org to another. Force.com IDE is an integrated development environment that allows you to edit, compile, test, and deploy metadata components using Eclipse. Verified References: Service Cloud Consultant Certification Guide & Tips, Data Loader Guide, Change Sets Overview, Force.com IDE Developer Guide

NEW QUESTION # 95

Universal Containers wants to implement best practices for its customer support teams and has decided to follow a Knowledge Centered Support (KCS) methodology.
Which benefit can be expected?

- A. Reduced first contact resolution time
- B. Reduced issue resolution time
- C. Reduced post-interaction time

Answer: B

Explanation:
Implementing Knowledge-Centered Support (KCS) at Universal Containers is expected to reduce issue resolution time.
KCS is a methodology that integrates knowledge creation and reuse into the support process. By capturing and structuring knowledge during the problem-solving process, support agents can quickly access relevant information, leading to faster issue resolution.
Key benefits of KCS include:
* Improved resolution times: Support agents can resolve issues more quickly by accessing a well- maintained knowledge base.
* Increased first contact resolution: With immediate access to relevant information, agents are more likely to resolve issues during the first interaction.

* Enhanced self-service capabilities: Customers can find answers to common issues themselves, reducing the volume of support requests.
By adopting KCS, Universal Containers can expect a significant reduction in issue resolution time, leading to improved customer satisfaction and operational efficiency.
References:
https://www.atlassian.com/itsm/knowledge-management/kcsAtlassian+1TeamDynamix+1
https://library.serviceinnovation.org/KCS/KCS_v6/KCS_v6_Practices_Guide/030/040/040/035
https://helpjuice.com/blog/knowledge-centered-support

NEW QUESTION # 96

Universal Containers requires that users have the ability to view specific cases, as determined by the Product Type field on the case. When a case is created or closed, an email should be sent only to users who have access to the case.
Which feature should a consultant recommend to meet these requirements?

- A. Account teams
- B. Case swarms
- C. Case teams

Answer: C

Explanation:
Case teams in Salesforce allow for collaborative case management by enabling a group of users to work on cases together. By using case teams, Universal Containers can specify which users have access to cases based on the Product Type field. Additionally, workflow rules or process builders can be configured to send emails to case team members when a case is created or closed, ensuring that only those with access to the case are notified, thus meeting the requirements.

NEW QUESTION # 97

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